



C A L I F O R N I A D E P A R T M E N T O F

Mental Health

1600 9th Street, Sacramento, CA 95814
(916) 654-3685

April 3, 2009

TO: LOCAL MENTAL HEALTH DIRECTORS

SUBJECT: DEPARTMENT OF MENTAL HEALTH (DMH) CONSUMER
PERCEPTION SURVEY DATA COLLECTION PERIOD,
MAY 4-15, 2009, INCLUSIVE

The next semi-annual Consumer Perception Survey Data Collection period will take place from May 4th (Monday) through May 15th (Friday), 2009, inclusive. Once collected, these data must be submitted to DMH no later than Friday, July 31st, 2009. Persons at the county/local level responsible for data collection and reporting are asked to do the following:

1. Visit the Performance Outcomes & Quality Improvement (POQI) website at <http://www.dmh.ca.gov/POQI/documents.asp> to download revised data collection materials, including each of the Consumer Perception Survey forms and Data Dictionaries.
2. Delete all previous versions of the Consumer Perception Survey forms. These forms are no longer recognized by the DMH Web-Based Data Reporting System (WBDRS) 'Scan and verify' option.
3. Counties using the 'ITWS Upload' option may download the latest Data Dictionaries (last revised June 2007).

In order to maintain system security, new passwords must be issued to county staff previously authorized to access the 'Key-Entry' and/or 'Scan & Verify' options of the WBDRS for the May 2009 data collection. POQI staff will email county ITWS Authorizers in April 2009 to reauthorize previous users, as well as to authorize new users for the May 2009 data collection period.

POQI staff will also provide a 'Performance Outcomes Data Collection and Submission Training' teleconference on Thursday, April 16th, and Thursday, April 23rd, 2009. This training will provide information on the TeleForm system and the methodology for consumer data collection, as well as on the WBDRS. County staff members who are

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new to the POQI data collection process should attend this training, while veteran users may find it to be a useful refresher. Specific information regarding the 'Performance

Outcomes Data Collection and Submission Training' teleconferences will be provided by POQI staff via email.

If you have any questions regarding the Consumer Perception Survey Data Collection process, please email POQI Support at POQI.Support@dmh.ca.gov. Thank you.

Sincerely,

A handwritten signature in cursive script, appearing to read "Rita McCabe".

RITA MCCABE, LCSW

Chief, Program Development Support

cc: Members, California Mental Health Planning Council
Members, State Quality Improvement Council
Members, California Mental Health Directors Association